



<Date>

<First Name> <Last Name>

<Address 1>

<Address 2>

<City,> <State> <Zip>

Dear <First Name> <Last Name>:

As of May 30, 2007, outpatient mental health services will no longer be provided at HIP Health Plan of New York's Bronx Mental Health Center, 400 East Tremont Road, Bronx, New York. Only administrative staff will remain on-site after May 30th. The Center will formally close at the end of June.

Mental health professionals based at the Bronx Mental Health Center will be assisting their patients in transferring care to another mental health practitioner from HIP's extensive network of individual clinicians and agencies throughout New York City. Medical records for members currently in therapy and choosing to continue care will be made available, with patient consent, to their new therapist. Records of members not currently receiving care or choosing not to continue psychotherapy will be archived as appropriate, in compliance with HIPAA regulations. HIP members may request access to, or transfer of, their medical records by calling **1-888-447-2526**, Monday through Friday 9 am to 5 pm.

Enclosed for your information is a copy of the letter posted for members at **hipusa.com**[®] that explains options and resources available to patients in care. Before May 30, 2007, patients in treatment at the Bronx Mental Health Center may call the Center with any questions or concerns during business hours at **1-718-364-3500**. Center professional staff will remain available for consultations and to make treatment recommendations until May 30, 2007. Please call to discuss any future referrals. After that date, you may contact the resources below:

- For assistance in locating nearby mental health practitioners and/or to obtain or transfer medical records: **1-888-447-2526**, Monday through Friday, 9 am to 5 pm. Records of members not currently in treatment will be archived as appropriate, in compliance with patient privacy regulations.
- For assistance with social support needs: **1-800-447-0769**, Monday through Friday 9 am to 5 pm.
- For urgent mental health care after hours: **1-888-447-2526**. A psychiatrist is on call to help you with any critical issues.

We do not anticipate any disruption in services and will work to make this transition as seamless as possible for affected members.

Best in health,

Leonard Reich, Ph.D.
Vice President for Behavioral Health



Commercial HMO and POS



Medicare and Medicaid HMO